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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/833,034	04/10/2001	Sudesh Kamath	ORCL5665CIP (OID-2000-128)	8354
53156 7590 06/11/2007 YOUNG LAW FIRM, P.C. 4370 ALPINE RD. STE. 106 PORTOLA VALLEY, CA 94028			EXAMINER VIG, NARESH	
			ART UNIT 3629	PAPER NUMBER
			MAIL DATE 06/11/2007	DELIVERY MODE PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Interview Summary

Application No.

09/833,034

Applicant(s)

KAMATH ET AL.

Examiner

Naresh Vig

Art Unit

3629

All participants (applicant, applicant's representative, PTO personnel):

(1) Naresh Vig.

(3) _____.

(2) Alan Young (Reg. No. 37,970).

(4) _____.

Date of Interview: 06 June 2007.

Type: a) ☒ Telephonic b) ☐ Video Conference
c) ☐ Personal [copy given to: 1) ☐ applicant 2) ☐ applicant's representative]

Exhibit shown or demonstration conducted: d) ☐ Yes e) ☐ No.
If Yes, brief description: _____.

Claim(s) discussed: _____.

Identification of prior art discussed: Barnes & Noble.

Agreement with respect to the claims f) ☐ was reached. g) ☐ was not reached. h) ☒ N/A.

Substance of Interview including description of the general nature of what was agreed to if an agreement was reached, or any other comments: Applicant's representative called to inform that he could not access the cited reference Barnes & Noble mailed 10 february 2007, and, requested that a copy of the cited reference mailed to them. Attached with this office document is the Barnes & Noble cited reference.

(A fuller description, if necessary, and a copy of the amendments which the examiner agreed would render the claims allowable, if available, must be attached. Also, where no copy of the amendments that would render the claims allowable is available, a summary thereof must be attached.)

THE FORMAL WRITTEN REPLY TO THE LAST OFFICE ACTION MUST INCLUDE THE SUBSTANCE OF THE INTERVIEW. (See MPEP Section 713.04). If a reply to the last Office action has already been filed, APPLICANT IS GIVEN A NON-EXTENDABLE PERIOD OF THE LONGER OF ONE MONTH OR THIRTY DAYS FROM THIS INTERVIEW DATE, OR THE MAILING DATE OF THIS INTERVIEW SUMMARY FORM, WHICHEVER IS LATER, TO FILE A STATEMENT OF THE SUBSTANCE OF THE INTERVIEW. See Summary of Record of Interview requirements on reverse side or on attached sheet.



Examiner Note: You must sign this form unless it is an Attachment to a signed Office action.

Examiner's signature, if required

Summary of Record of Interview Requirements

Manual of Patent Examining Procedure (MPEP), Section 713.04, Substance of Interview Must be Made of Record

A complete written statement as to the substance of any face-to-face, video conference, or telephone interview with regard to an application must be made of record in the application whether or not an agreement with the examiner was reached at the interview.

Title 37 Code of Federal Regulations (CFR) § 1.133 Interviews Paragraph (b)

In every instance where reconsideration is requested in view of an interview with an examiner, a complete written statement of the reasons presented at the interview as warranting favorable action must be filed by the applicant. An interview does not remove the necessity for reply to Office action as specified in §§ 1.111, 1.135. (35 U.S.C. 132)

37 CFR §1.2 Business to be transacted in writing.

All business with the Patent or Trademark Office should be transacted in writing. The personal attendance of applicants or their attorneys or agents at the Patent and Trademark Office is unnecessary. The action of the Patent and Trademark Office will be based exclusively on the written record in the Office. No attention will be paid to any alleged oral promise, stipulation, or understanding in relation to which there is disagreement or doubt.

The action of the Patent and Trademark Office cannot be based exclusively on the written record in the Office if that record is itself incomplete through the failure to record the substance of interviews.

It is the responsibility of the applicant or the attorney or agent to make the substance of an interview of record in the application file, unless the examiner indicates he or she will do so. It is the examiner's responsibility to see that such a record is made and to correct material inaccuracies which bear directly on the question of patentability.

Examiners must complete an Interview Summary Form for each interview held where a matter of substance has been discussed during the interview by checking the appropriate boxes and filling in the blanks. Discussions regarding only procedural matters, directed solely to restriction requirements for which interview recordation is otherwise provided for in Section 812.01 of the Manual of Patent Examining Procedure, or pointing out typographical errors or unreadable script in Office actions or the like, are excluded from the interview recordation procedures below. Where the substance of an interview is completely recorded in an Examiners Amendment, no separate Interview Summary Record is required.

The Interview Summary Form shall be given an appropriate Paper No., placed in the right hand portion of the file, and listed on the "Contents" section of the file wrapper. In a personal interview, a duplicate of the Form is given to the applicant (or attorney or agent) at the conclusion of the interview. In the case of a telephone or video-conference interview, the copy is mailed to the applicant's correspondence address either with or prior to the next official communication. If additional correspondence from the examiner is not likely before an allowance or if other circumstances dictate, the Form should be mailed promptly after the interview rather than with the next official communication.

The Form provides for recordation of the following information:

- Application Number (Series Code and Serial Number)
- Name of applicant
- Name of examiner
- Date of interview
- Type of interview (telephonic, video-conference, or personal)
- Name of participant(s) (applicant, attorney or agent, examiner, other PTO personnel, etc.)
- An indication whether or not an exhibit was shown or a demonstration conducted
- An identification of the specific prior art discussed
- An indication whether an agreement was reached and if so, a description of the general nature of the agreement (may be by attachment of a copy of amendments or claims agreed as being allowable). Note: Agreement as to allowability is tentative and does not restrict further action by the examiner to the contrary.
- The signature of the examiner who conducted the interview (if Form is not an attachment to a signed Office action)

It is desirable that the examiner orally remind the applicant of his or her obligation to record the substance of the interview of each case. It should be noted, however, that the Interview Summary Form will not normally be considered a complete and proper recordation of the interview unless it includes, or is supplemented by the applicant or the examiner to include, all of the applicable items required below concerning the substance of the interview.

A complete and proper recordation of the substance of any interview should include at least the following applicable items:

- 1) A brief description of the nature of any exhibit shown or any demonstration conducted,
- 2) an identification of the claims discussed,
- 3) an identification of the specific prior art discussed,
- 4) an identification of the principal proposed amendments of a substantive nature discussed, unless these are already described on the Interview Summary Form completed by the Examiner,
- 5) a brief identification of the general thrust of the principal arguments presented to the examiner,
(The identification of arguments need not be lengthy or elaborate. A verbatim or highly detailed description of the arguments is not required. The identification of the arguments is sufficient if the general nature or thrust of the principal arguments made to the examiner can be understood in the context of the application file. Of course, the applicant may desire to emphasize and fully describe those arguments which he or she feels were or might be persuasive to the examiner.)
- 6) a general indication of any other pertinent matters discussed, and
- 7) if appropriate, the general results or outcome of the interview unless already described in the Interview Summary Form completed by the examiner.

Examiners are expected to carefully review the applicant's record of the substance of an interview. If the record is not complete and accurate, the examiner will give the applicant an extendable one month time period to correct the record.

Examiner to Check for Accuracy

If the claims are allowable for other reasons of record, the examiner should send a letter setting forth the examiner's version of the statement attributed to him or her. If the record is complete and accurate, the examiner should place the indication, "Interview Record OK" on the paper recording the substance of the interview along with the date and the examiner's initials.

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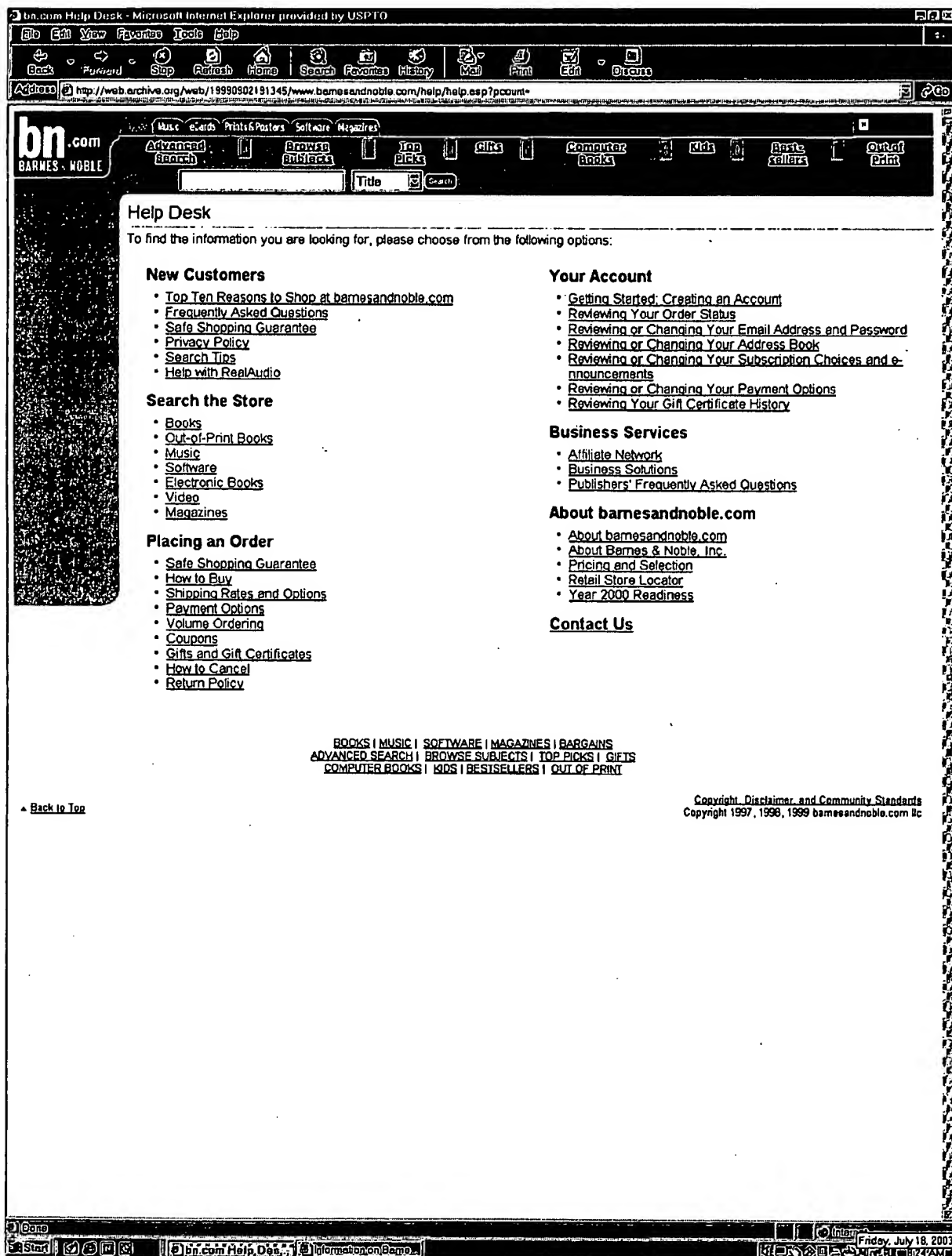
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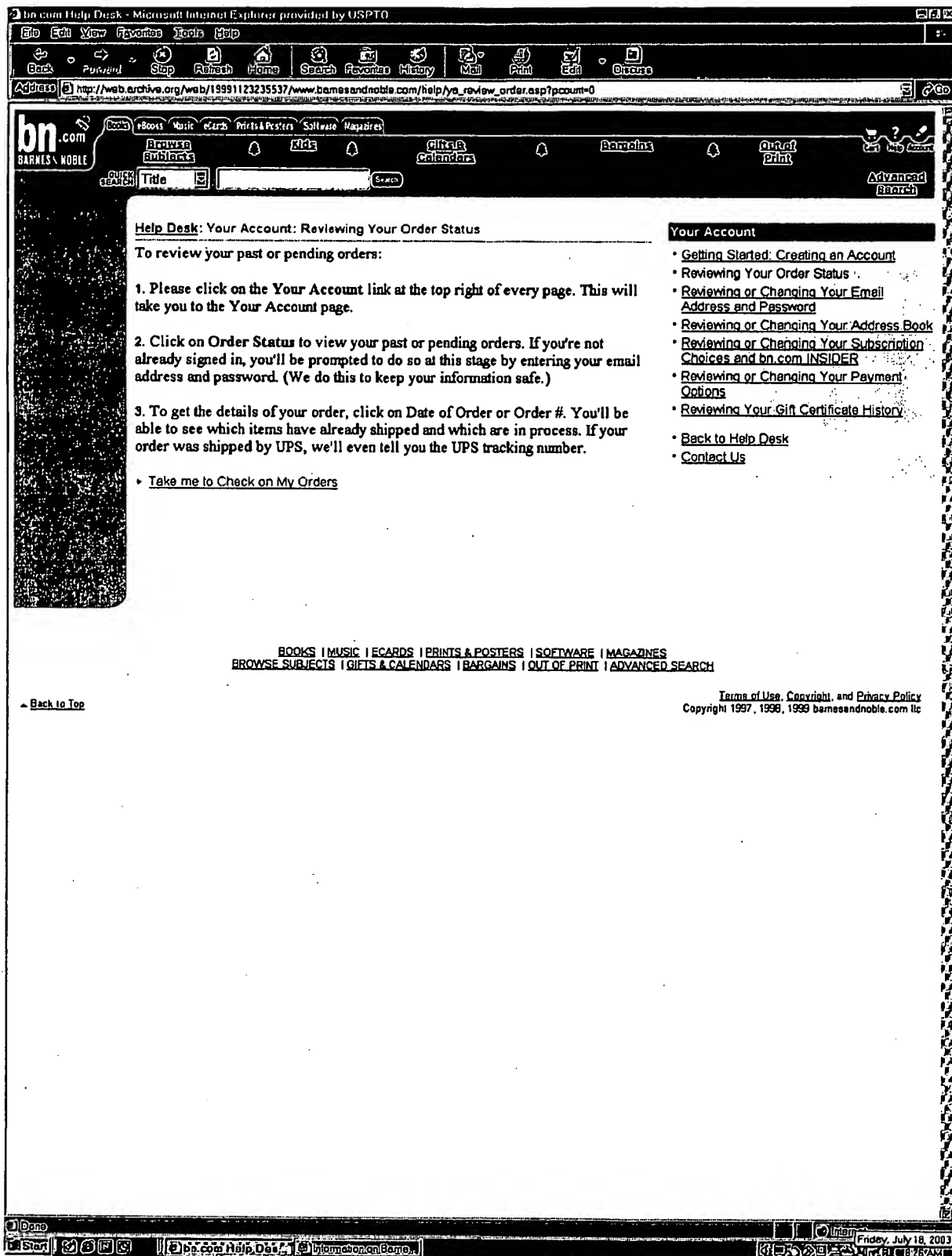
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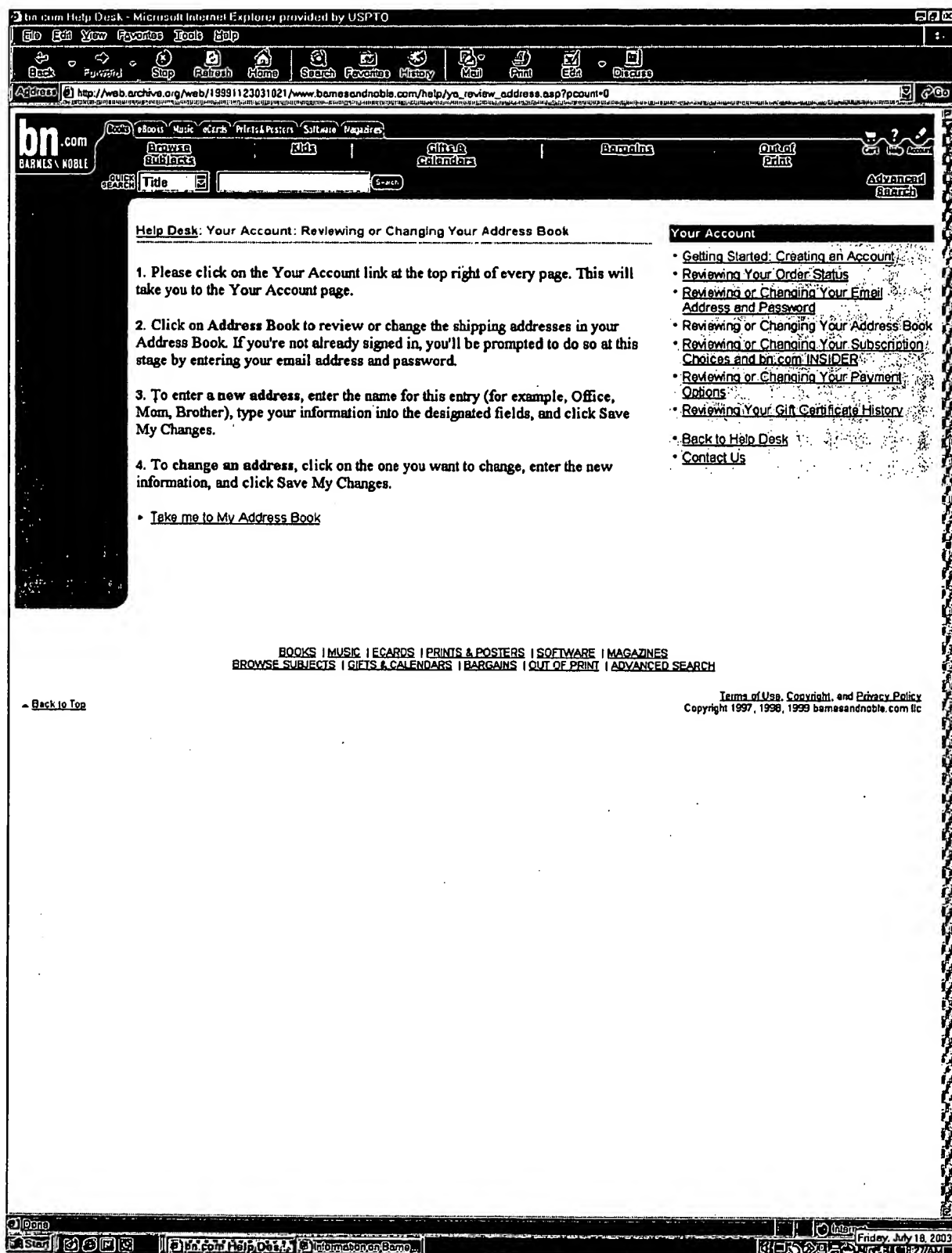
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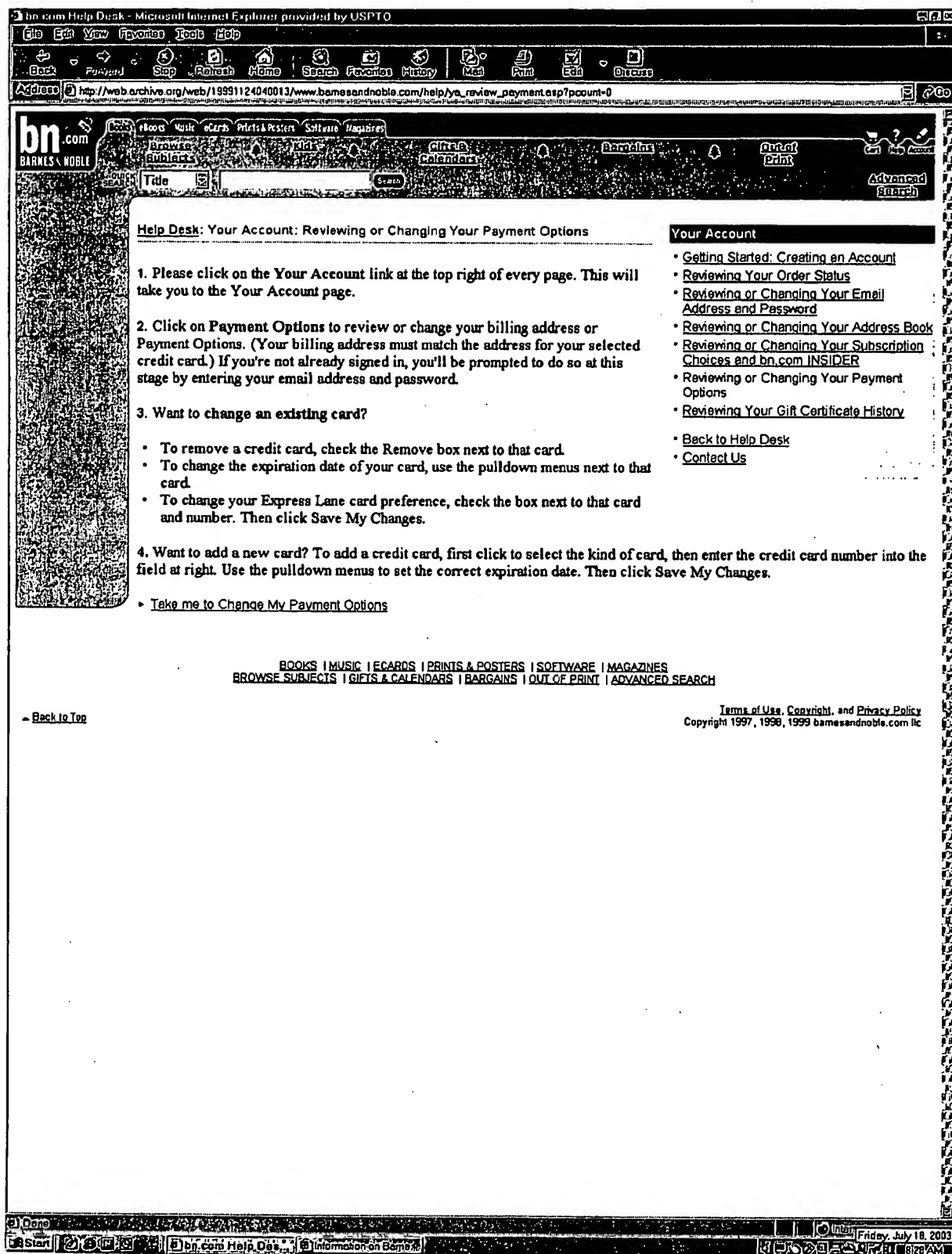
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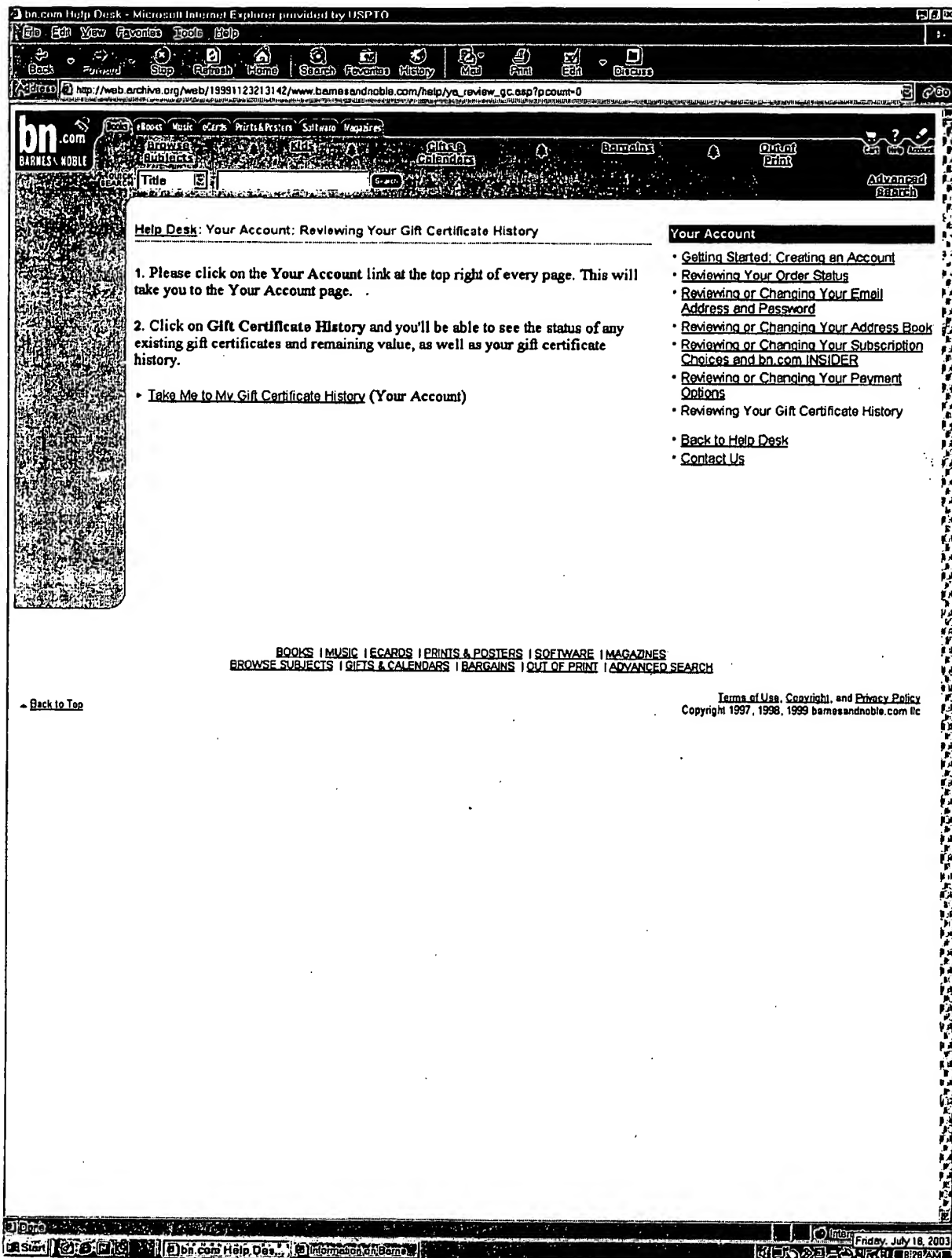
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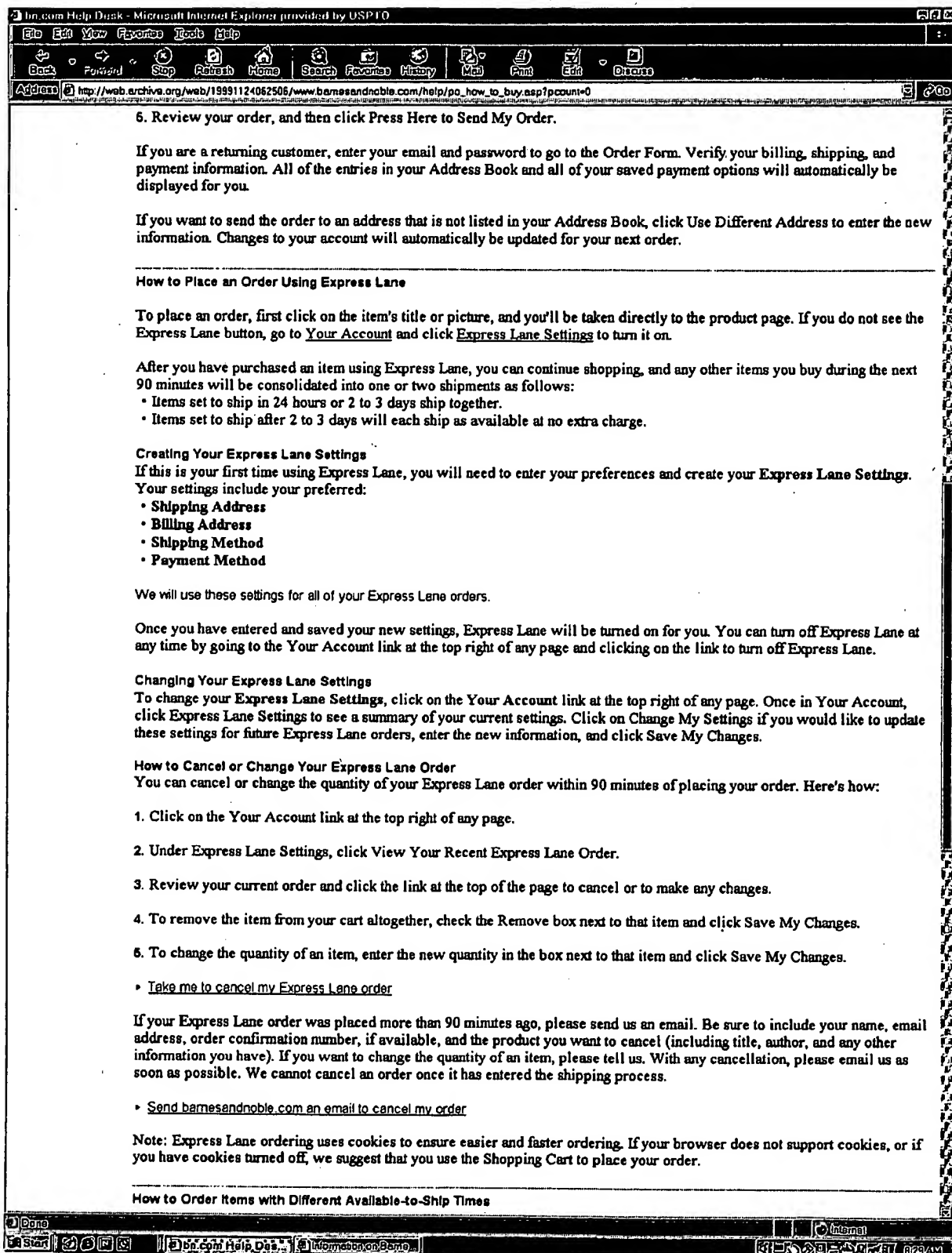
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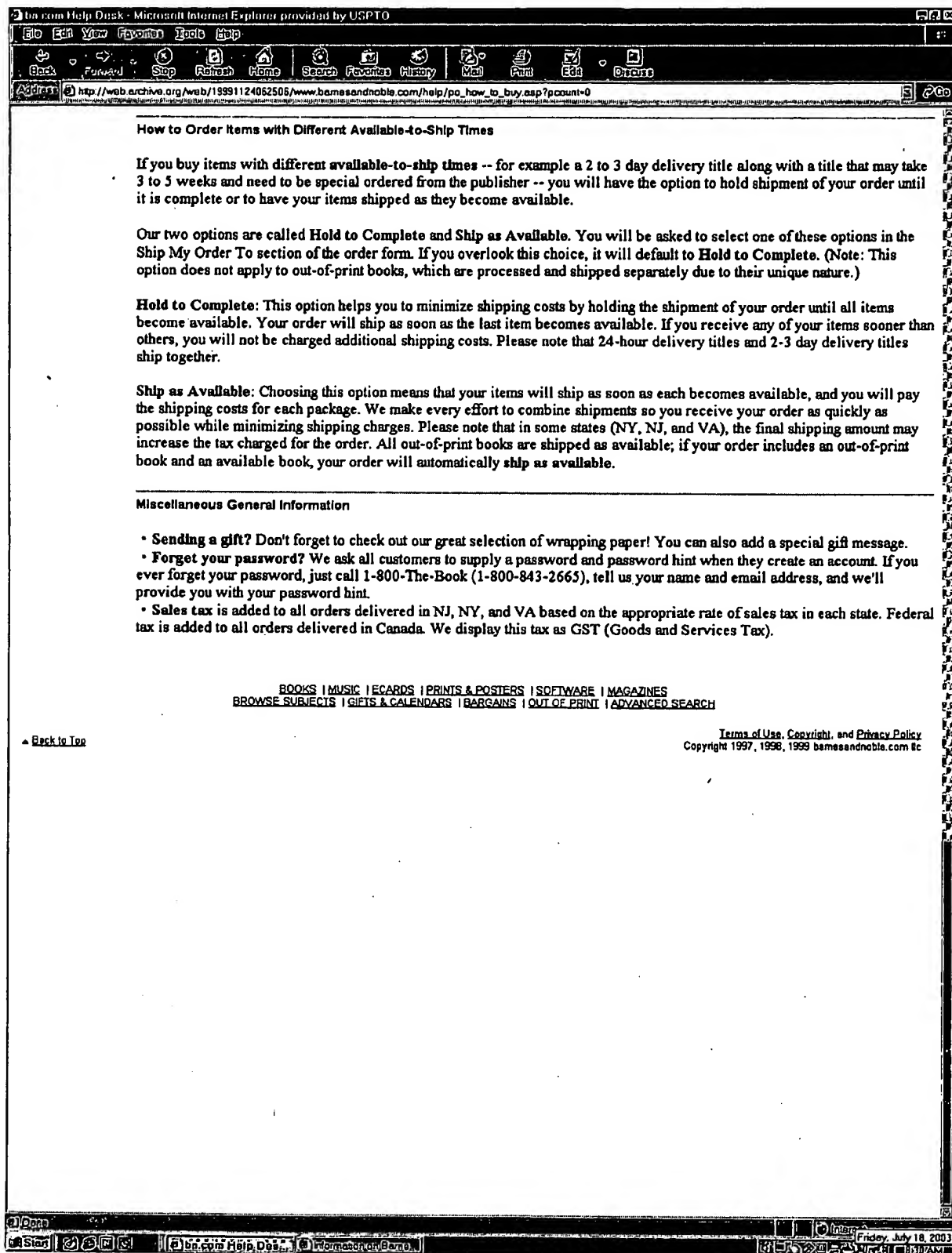
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3. To remove an item from your cart, check the Remove box next to that item. To change the quantity of an item, enter the new quantity in the box next to that item.
4. Then click Save My Changes to update your order in Shopping Cart.

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2. If you are a new customer, you will be prompted to Create an Account. You will then be asked to provide your email address, a password, and a password hint.
3. Click Continue to move to the Order Form and enter the following information as needed:
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 - Shipping Address
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- Shipping Items with Different Available-to-Ship Times

Placing an Order

- Safe Shopping Guarantee
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To find out when you will receive your item, you need to consider the availability of the item you ordered and the shipping option you selected. We use the following equation:

Available to Ship Time + Delivery Method Ship Time = Total Delivery Time

Example: A book that is available to ship in 2 to 3 days and is sent via Standard Ground Delivery (3 to 6 days) will arrive in 5 to 9 business days.

Domestic orders can be sent via Standard Ground Delivery, Second-Day Air, or Next Day Air. Use the table below to calculate your total ship time.

Domestic Shipping: Any Product or Combination of Products (except orders containing only music)

Delivery Method	Ship Time	Total Shipping Price (add both columns)	
		Per Order	Per Item
Standard Ground	3 to 6 business days	\$3.00 per order plus	\$0.95 per item
Second Day Air UPS	2 to 3 business days	\$6.00 per order plus	\$1.95 per item (except music: \$0.95 per item)
Next Day Air UPS	1 to 2 business days	\$8.00 per order plus	\$2.95 per item (except music: \$1.95 per item)

Domestic Shipping: Music Only

Delivery Method	Ship Time	Total Shipping Price (add both columns)	
		Per Order	Per Item
Standard Ground	3 to 6 business days	\$2.00 per order plus	\$0.95 per item
Second Day Air UPS	2 to 3 business days	\$3.00 per order plus	\$0.95 per item
Next Day Air UPS	1 to 2 business days	\$5.00 per order plus	\$1.95 per item

Domestic Exceptions Shipping Options and Ship Times

Domestic Exceptions apply to APO/FPO, P.O. Boxes, AK, HI, PR, USVI, Guam, U.S. Protectorates, and All Non-UPS addresses

To find out when you will receive your item, you need to consider the availability of the item you ordered and the shipping option you selected. We use the following equation:

Done

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Address http://web.archive.org/web/19990521084948/www.barnesandnoble.com/help/po_shipping_options.asp?poount=0

Available to Ship Time + Delivery Method Ship Time = Total Delivery Time

Example: A book that is available to ship in 2 to 3 days and is sent USPS Standard Postal (3-6 days) will arrive in 5 to 9 business days.

Domestic Exception orders can be sent only by U.S. Postal Service Priority Mail. Use the table below to calculate your total ship time:

Domestic Exception Shipping: Any Product or Combination of Products (except orders containing only music)

Delivery Method	Ship Time	Total Shipping Price (add both columns)	
		Per Order	Per Item
Priority Mail USPS	3 to 6 business days	\$3.00 per order plus	\$0.95 per item

Domestic Exception Shipping : Music Only

Delivery Method	Ship Time	Total Shipping Price (add both columns)	
		Per Order	Per Item
Priority Mail USPS	3 to 6 business days	\$2.00 per order plus	\$0.95 per item

For shipments to military bases, complete the order form as follows:

Name: first name, last name
 Address: any applicable information
 City: applicable APO or FPO
 State: appropriate armed forces unit
 P.O. Box: Unit number or P.O. Box number
 Zip/postal code: appropriate zip code
 Country: choose United States
 Email address: appropriate address

Canadian Shipping Options and Ship Times

To find out when you will receive your item, you need to consider the availability of the item you ordered and the shipping option you selected. We use the following equation:

Available to Ship Time + Delivery Method Ship Time = Total Delivery Time

Example: A book that is available to ship in 2 to 3 days and is sent via Canada Post (5-14 days) will arrive in 7 to 17 business days.

Canadian orders are shipped via Canadian Post and Canadian Express. Currently we do not accept international orders for software purchases or magazine subscriptions. Use the table below to calculate your total ship time.

Canadian Shipping: Any Product or Combination of Products (except orders containing only music)

Delivery Method	Ship Time	Total Shipping Price (add both columns)	
		Per Order	Per Item
Canada Post	5 to 14 business days	\$4.00 per order plus	\$1.95 per item (except music: \$0.95 per item)
Canadian Express UPS	2 to 5 business days	\$6.00 per order plus	\$2.95 per item (except music: \$1.95 per item)

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Canadian Shipping: Music Only

Delivery Method	Ship Time	Total Shipping Price* (add both columns)	
		Per Order	Per Item
Canada Post	5 to 14 business days	\$3.00 per order plus	\$0.95 per item
Canadian Express UPS	2 to 5 business days	\$5.00 per order plus	\$1.95 per item

*Federal tax (Goods and Service Tax or GST) is added to all orders delivered to Canada. Our GST number is 873421531RT. Customs duties are not applied to these orders.

Other International Shipping Options and Ship Times

To find out when you will receive your item, you need to consider the availability of the item you ordered and the shipping option you selected. We use the following equation:

Available to Ship Time + Delivery Method Ship Time = Total Delivery Time

Example: A book that is available to ship in 2 to 3 days and is sent via International Airmail Service (7 to 21 days) will arrive in 9 to 24 business days.

International orders can be sent via Standard Surface Mail, International Airmail, or International Priority. Currently we do not accept international orders for software purchases or magazine subscriptions. Use the table below to calculate your total ship time.

International Shipping: Any Product or Combination of Products (except orders containing only music)

Delivery Method	Ship Time	Total Shipping Price (add both columns)	
		Per Order	Per Item
International Surface USPS <ul style="list-style-type: none"> This option is not available for orders containing music. Delivered by land and sea routes to local postal system of destination country. Not trackable online. 	4 to 10 weeks	\$4.00 per order plus	\$1.95 per item
International Air Mail USPS USPS <ul style="list-style-type: none"> Airmailed to local postal system of destination country. Not trackable online. 	7 to 21 business days	\$7.00 per order plus	\$5.95 per item (except music: \$0.95 per item)
International Express UPS <ul style="list-style-type: none"> Trackable at http://www.ups.com. Not available for shipments to P.O. boxes (use Standard Surface or International Airmail Service instead) 	1 to 5 business days	\$30.00 per order plus	\$5.95 per item (except music: \$2.25 per item)

International Shipping: Music Only

Delivery Method	Ship Time	Total Shipping Price (add both columns)	
		Per Order	Per Item

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International Shipping: Music Only

Delivery Method	Ship Time	Total Shipping Price (add both columns)	
		Per Order	Per Item
International Air Mail USPS • Airmailed to local postal system of destination country. • Not trackable online.	7 to 21 business days	\$5.00 per order plus	\$0.95 per item
International Express UPS • Trackable at http://www.ups.com • Not available for shipments to P.O. boxes (use Standard Surface or International Airmail Service instead)	1 to 5 business days	\$19.00 per order plus	\$2.25 per item

Please Note:

- We ship out-of-print and used books via International Airmail Service to all international destinations except Canada. You will be charged a \$7.00 shipping and handling fee for each shipment plus \$5.95 per book.
- Customs and import duties are charged to the customer once the package reaches the destination country. These charges are the responsibility of the customer and will vary from country to country. We cannot determine what these fees will be. We recommend that our customers contact their local customs office for details on how these charges are assessed and applied.
- For international orders, the ship times listed above for Standard Surface Mail and International Airmail Service refer to the amount of time it takes for your package to be delivered from our warehouse to the local postal system of the destination country. Once the local postal system of the destination country receives your package, the local post office will make the necessary delivery arrangements. UPS, the U.S. Postal Service, and barnesandnoble.com cannot affect these arrangements. Actual ship time from the local post office to the final destination varies widely by country. Delays in delivery are usually due to customs/import duties or local postal guidelines.

Shipping Items with Different Available-to-Ship Times

If you buy items with different available-to-ship times -- for example a 2 to 3 day delivery title along with a title that may take 3 to 5 weeks and need to be special ordered from the publisher -- you will have the option to hold shipment of your order until it is complete or to have your items shipped as they become available.

Our two options are called **Hold to Complete** and **Ship as Available**. You will be asked to select one of these options in the Ship My Order To section of the order form. If you overlook this choice, it will default to Hold to Complete. (Note: This option does not apply to out-of-print books, which are processed and shipped separately due to their unique nature.)

Hold to Complete: This option helps you to minimize shipping costs by holding the shipment of your order until all items become available. Your order will ship as soon as the last item becomes available. If you receive any of your items sooner than others, you will not be charged additional shipping costs. Please note that 24-hour delivery titles and 2-3 day delivery titles ship together.

Ship as Available: Choosing this option means that your items will ship as soon as each becomes available, and you will pay the shipping costs for each package. We make every effort to combine shipments so you receive your order as fast as possible while minimizing shipping charges. Please note that in some states (NY, NJ, TN, and VA), the final shipping amount may increase the tax charged for the order. All out-of-print books are shipped as available; if your order includes an out-of-print book and an available book, your order will automatically ship as available.

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- [Safe Shopping Guarantee](#)
- [How to Buy](#)
- [Shipping Rates and Options](#)
- [Payment Options](#)
- [Purchase Orders](#)
- [Volume Ordering](#)
- [Coupons](#)
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Pay by Credit Card

barnesandnoble.com accepts American Express, MasterCard, Discover, Visa, Diners Club, JCB, and corporate purchasing cards. (Please note that JCB is not valid for magazine subscription orders.) After placing your order, you will be prompted to enter your credit card information on the order form.

Pay by Corporate Purchasing Card

If you have a corporate purchasing card (American Express, Visa, MasterCard), please check the corresponding box on the order form. After choosing Continue to the Final Step, you will be prompted to fill in additional corporate purchasing card information, such as Card Member Reference Field, Cost Center, and Department Code.

Pay by Phone or Fax

If you prefer, you can pay by phone. If you want to call in your credit card information and complete your purchase by phone, please wait two hours before calling. This will ensure that your order is in our system. Then call 1-800-The-Book (1-800-843-2665), Monday-Sunday, 9am-9pm ET, and push prompt number 2 and then prompt number 1 to reach Customer Service. Customers outside the U.S., please call 201-750-4426.

You can also fax us your credit card information. Send your fax to 732-438-3580, Attention: Internet Orders. Please include:

- name
- address
- order number (if available)
- credit card type (American Express, MasterCard, Discover, Visa, Diners Club, JCB, or corporate purchasing card)
- credit card number
- expiration date

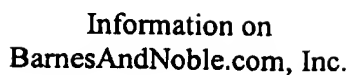
Pay by Gift Certificate

If you have a gift certificate, you can use it for payment by following these steps.

1. Enter your gift certificate validation number into the space provided on the order form. You only need to do this once. After the number is entered, your Gift Certificate funds will be available in your account.
2. You must also enter a credit card or choose the Pay by Phone option. Your credit card will be charged only if your order exceeds the value of the gift certificate. If, for example, the amount of your order is \$75.00 and your gift certificate is \$50.00, your card will be charged \$25.00.
3. Once you have entered your gift certificate validation number and credit card information, your gift funds are placed in your online account. Any unused portion of your gift certificate will be applied to your next purchase; you will not need to reenter the validation number.
4. If you select Pay by Phone when using a gift certificate, please wait two hours before calling. This will ensure that your order is in our system. Then call 1-800-The-Book (1-800-843-2665), Monday-Sunday, 9am-9pm ET, push prompt number 2 and then prompt number 1 to reach Customer Service. Customers outside the U.S., please call 201-750-4426. We will create an account for you and activate your gift certificates.

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- [How to Buy and Send Gifts](#)
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- [How to Redeem Gift Certificates](#)

Gift Center

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- [Take me to the Gift Center](#)

How to Buy and Send Gifts

1. Select your items and add them to your Shopping Cart.
2. From the Shopping Cart page, click Checkout Now.
3. If you haven't already done so, you'll be prompted to sign in. (If you haven't created an account yet, you'll be prompted to do so.)
4. On the order form, please tell us where to send your order. If you have ordered gifts from us before, you will see the addresses of previous recipients listed here.
6. If you have never ordered gifts from us or want to send to a new address, click Use a Different Address. Then enter the address of the recipient and click Save New Address to return to the order form.
6. You will now see your recipient's name and address on the order form. Select this address.
7. Continue to fill in your order information. When you come to Is This Order a Gift?, enter your gift message in the space provided and select a wrapping paper.
8. Complete the rest of the order form and click Press Here to Send My Order.

How to Buy Gift Certificates

1. To buy a Gift Certificate, click on Gifts on the top navigation bar of any page.
2. From the Gift Center, click Gift Certificates and then Give a Gift Certificate.
3. Enter the recipient's name, email address, and the Gift Certificate amount (any whole dollar amount between \$10 and \$500). You can even add a gift message if you like. Click Submit to complete the transaction.
4. We'll send the Gift Certificate via email to your recipient as soon as your credit card is authorized.
 - Gift Certificates can be used for any barnesandnoble.com purchase except for magazines. They cannot be redeemed in Barnes & Noble retail stores or catalogues. Gift Certificates are not redeemable for cash.
 - What if your recipient misplaces the Gift Certificate validation number on the email? No problem. Customer Service can resend the email if your name and address is provided.
 - Gift Certificates can be cancelled if they have not already been redeemed. Just email Customer Service at <http://web.archive.org/web/19991124040340/http://www.barnesandnoble.com/custserv/custmail2.asp?userid=4LE1TSTBVJ&refer=>

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- [Payment Options](#)
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- [Back to Help Desk](#)
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6. You will now see your recipient's name and address on the order form. Select this address.

7. Continue to fill in your order information. When you come to Is This Order a Gift?, enter your gift message in the space provided and select a wrapping paper.

8. Complete the rest of the order form and click Press Here to Send My Order.

How to Buy Gift Certificates

1. To buy a Gift Certificate, click on Gifts on the top navigation bar of any page.
2. From the Gift Center, click Gift Certificates and then Give a Gift Certificate.
3. Enter the recipient's name, email address, and the Gift Certificate amount (any whole dollar amount between \$10 and \$500). You can even add a gift message if you like. Click Submit to complete the transaction.
4. We'll send the Gift Certificate via email to your recipient as soon as your credit card is authorized.

- Gift Certificates can be used for any barnesandnoble.com purchase except for magazines. They cannot be redeemed in Barnes & Noble retail stores or catalogues. Gift Certificates are not redeemable for cash.
- What if your recipient misplaces the Gift Certificate validation number on the email? No problem. Customer Service can resend the email if your name and address is provided.
- Gift Certificates can be cancelled if they have not already been redeemed. Just email Customer Service at <http://web.archive.org/web/19991124040340/http://www.barnesandnoble.com/custserv/custmail2.asp?userid=4LE1TSTBVJ&refer=>.

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How to Redeem Gift Certificates

1. To redeem a Gift Certificate, use Shopping Cart as you browse our site.
2. From the Shopping Cart page, click Checkout Now.
3. If you haven't already done so, you'll be prompted to sign in. (If you haven't created an account yet, you'll be prompted to do so.)
4. As you review or fill in your order information, enter your validation code from your Gift Certificate email on the order form. You only need to do this once. After the number is entered, your Gift Certificate funds will be available in your account.
6. Fill out the rest of the information and submit your order. You must also enter a credit card or choose the Pay by Phone option.

- If you already have a balance in your Gift Certificate account, the amount will be displayed. We will apply your total account balance to your purchase. If the cost of your purchase exceeds your account balance, you can either pay for the balance with a credit card or redeem additional Gift Certificates. If your purchase is less than your account balance, the difference will be applied to your account, and you can use it for future purchases.
- If you lose your Gift Certificate validation number, we will be happy to resend your email gift certificate as long as you can tell us the name and email address of the person who gave it to you. Please email us at <http://web.archive.org/web/19991124040340/http://www.barnesandnoble.com/custserv/custmail2.asp?userid=4LE1TSTBVJ&refer=>.
- Gift Certificates can be used for any online purchase except for magazines. They cannot be redeemed in Barnes & Noble retail stores or catalogues. Gift Certificates are not redeemable for cash. After 12 months of no activity on your Gift Certificate, a minimal bookkeeping fee of \$1.50 will be applied per month. Gift Certificates cannot be replaced if lost or stolen or if already redeemed. Applicable sales tax will be charged when paying for a purchase with a Gift Certificate.

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- Is it safe to use my credit card?
- What is your privacy policy?
- What are my payment options?
- What are my shipping options?
- Can I cancel an order after it has been submitted?
- Can I return a product?
- Does barnesandnoble.com offer any gift services? Do you offer gift certificates?
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- Safe Shopping Guarantee
- Privacy Policy
- Search Tips
- Help with RealAudio
- Back to Help Desk
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How can I check on my orders? Can I track the package?

We offer online order status, a feature that will let you check on your past and pending orders. Just click on the Your Account link at the top right of any page. This will take you to the Your Account page, where you can click on Order Status to view your past or pending orders. To get the details of your order, click on Date of Order or Order #. You'll be able to see which items have already shipped and which are in process. If your order was shipped by UPS, we'll even tell you the UPS tracking number.

Is it safe to use my credit card?

Yes. We use the latest encryption technology to keep your information safe. We guarantee that each purchase you make is protected and safe. If fraudulent charges are ever made, you will not have to pay for them. See our [guarantee details](#).

What is your privacy policy?

At barnesandnoble.com we are committed to respecting and protecting your privacy. We believe that our site should be a safe environment for anyone who visits and purchases. As a seller of information-related products, we are also committed to providing you the best possible online service and experience as well as the best products. For full details on our Privacy Policy, [click here](#).

What are my payment options?

We accept American Express, MasterCard, Discover, Visa, Diners Club, JCB, and purchasing cards. If you want to call in your credit card information and complete your purchase by phone, you can. Just wait two hours to ensure that your order is in our system. Then call 1-800-The-Book (1-800-843-2665), Monday-Sunday, 9am-9pm ET, and push prompt number 2 and then prompt number 1 to reach Customer Service. Customers outside the U.S., please call 201-730-4426. For more details, [click here](#).

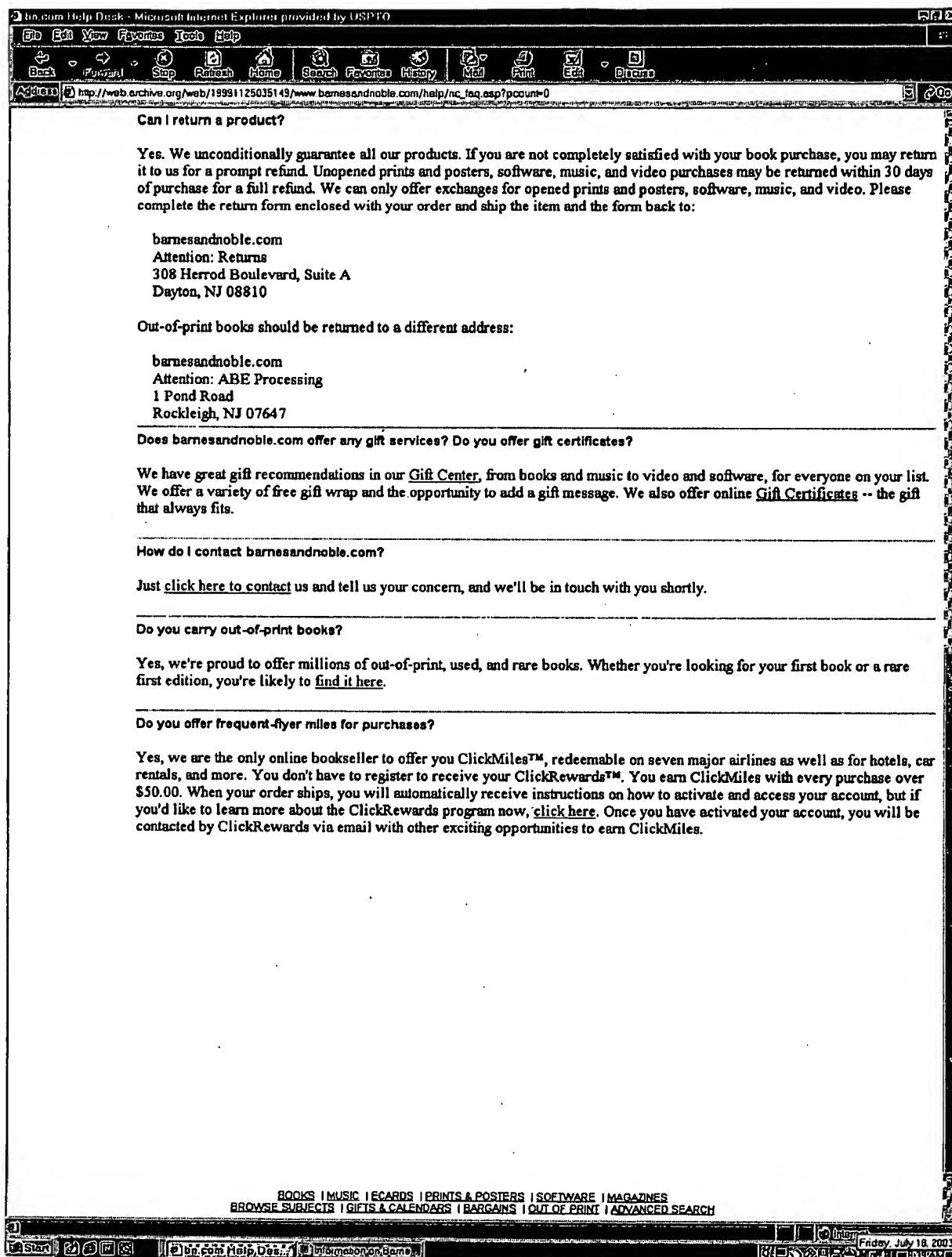
What are my shipping options?

We ship our products around the world. [Find specific shipping options and costs](#). To find out when you will receive your item, you need to consider the availability of the item you ordered and the shipping option you selected. The equation we use is: Available to Ship Time + Delivery Method Ship Time = Total Delivery Time

Can I cancel an order after it has been submitted?

Yes. All you need to do is [send us an email](#) as soon as possible. (We cannot cancel an order once it has entered the shipping process.) Be sure to include your name, email address, order confirmation number, if available, and the product you want to cancel (including title, author, and any other information you have). If you want to change the quantity of an item, please tell us. If you placed your order using Express Lane, you can cancel your order on our site within 90 minutes of placing your order. [Click here for details](#).

Friday, July 18, 2003 9:58 AM



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- [Safe Shopping Guarantee](#)
- [How to Buy](#)
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- [Shipping Rates and Options](#)
- [Same Day Delivery](#)
- [Payment Options](#)
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- [Gifts and Gift Certificates](#)
- [Barnes & Noble Credit Card Reward Certificates](#)
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- [How to Cancel](#)
- [Return Policy](#)

Your Account

- [Getting Started: Creating an Account](#)
- [Reviewing Your Order Status](#)
- [Reviewing or Changing Your Email Address and Password](#)
- [Reviewing or Changing Your Address Book](#)
- [Reviewing or Changing Your Subscription Choices and Newsletters](#)
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- How to Cancel or Change Your Express Checkout Order
- How to Order Items with Different Available-to-Ship Dates
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- Click Add to Cart to add that item to your Shopping Cart. If you want to buy more than one item, click Continue Shopping and repeat the first step. In your Shopping Cart you'll see the items you've added along with the total price and the amount you save by shopping with Barnes & Noble.com. At this point you have several options:
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 - If you're Removing an Item, check the Remove Item box and click Update Your Cart.
- Click Checkout Now when you're ready to place your order and you'll be prompted to provide an email address.
- Click Continue and you'll be taken to the Shipping Page to enter your shipping addresses and to choose a shipping method.
- Click Continue to go to the Payment Page, where we offer several ways to pay. Make your selection and enter any required information.
- Click Continue and you'll be asked for your name and a password. This allows us to complete your order and save your information for future orders. You'll also be asked to verify your credit card billing address.
- Click Continue and you'll be taken to the Confirmation Page. You'll find a summary of your order, and you can use the Change button to make changes.

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8. Click [Here](#) to Send My Order is the last step. Be sure to click this button!

You will view our Thank You page and receive a confirmation email with your order number for your records.

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Returning customers find that ordering is even simpler with our Express Checkout system. However, if you're planning to use a Gift Certificate, redeem a coupon or purchase the item as a gift, you'll need to place your order using our Standard Checkout.

Placing an Order Using Express Checkout

Express Checkout is the fast, easy, safe way to buy online. Once you've placed an order with us, your information is saved to our secure database, so you'll never have to fill out another form! And every purchase you make with Express Checkout is backed by Barnes & Noble.com's Safe Shopping Guarantee so you never have to worry.

Placing an order using Express Checkout is as easy as:

1. Click on an item you'd like to order. You'll be taken to the product page. (If ordering multiple items or gift wrapping is required, add them to your cart.)
2. Click on the Express Checkout button. You'll be taken to a secure Confirmation Page which contains your shipping, billing and payment information.
3. Click the "Place Order" button.

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Standard Checkout conveniently displays your previous billing, shipping, payment information and gift certificate balance so that you can make changes or add new options. This is the same process for new customers and is detailed above. The following is a list of situations when you should use Standard Checkout:

- If you're purchasing with a Gift Certificate
- If you're redeeming a Coupon
- If you're purchasing a gift with a message or wrapping paper
- If your browser does not support "cookies" or you have cookies turned off

General Information

How to Turn on Express Checkout

If the Express Checkout button does not appear when you try to place an order as a Returning Customer, you'll need to follow these easy steps to turn it on:

1. Click the Account icon at the top right of your screen.
2. Click on Express Checkout Settings
3. Click to turn on Express Checkout

You're ready to start shopping with Express Checkout!

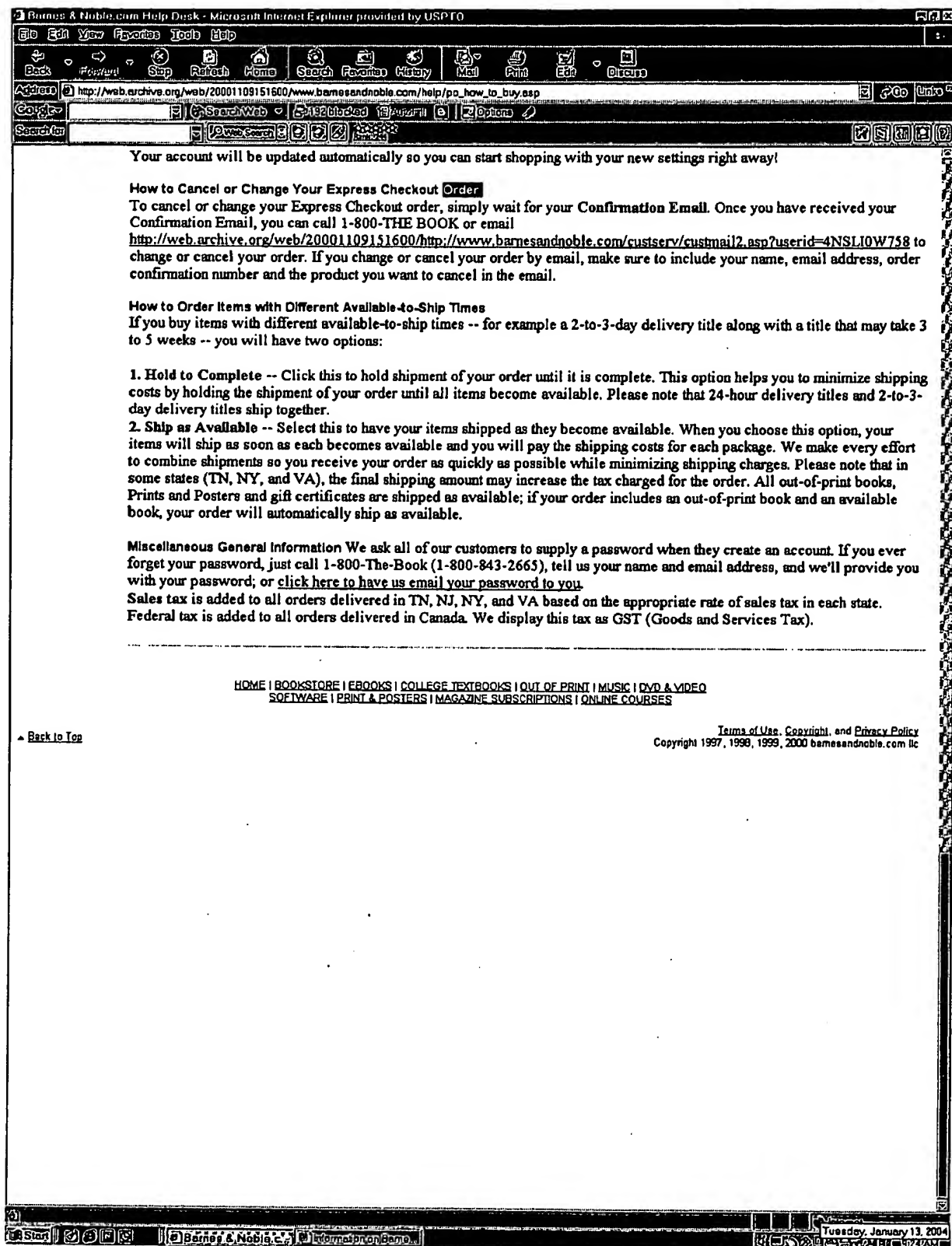
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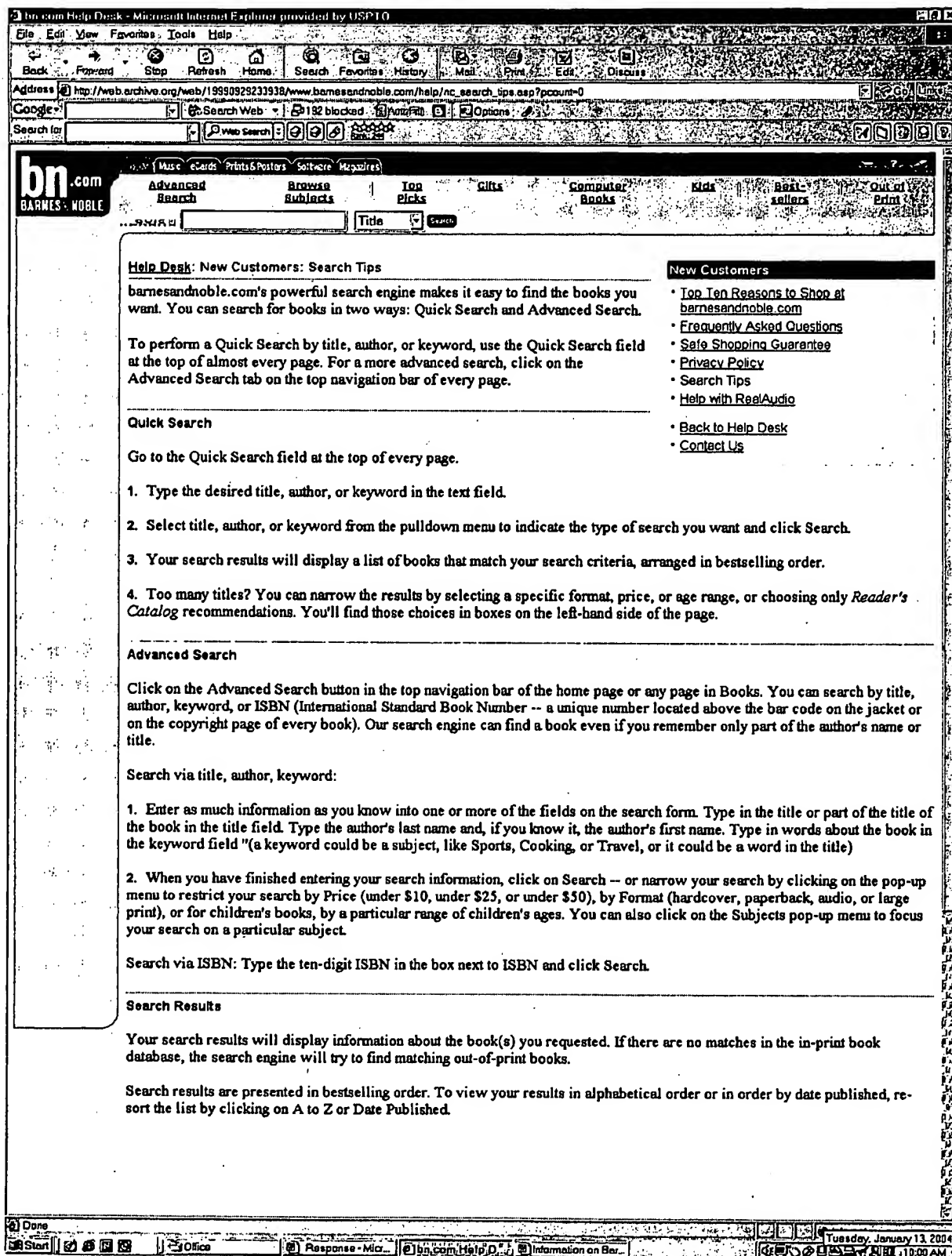
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2. Once in Your Account, click Express Checkout Settings to see your current settings.
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 Read our exclusive **interview with Carl Hiaasen** and learn about his late friend William Montalbano's ecclesiastical thriller **BASILICA**. It's the novel Hiaasen claims the renowned correspondent was born to write. (Thrillers and Espionage)

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ABOUT THE BOOK

From The Publisher
The Prodigal Father, written from the perspective of a man who both lost and regained his position in his son's life, maps the process of estrangement and the route to reunion. Grounded in a decade of work in adult education, most notably as cofounder of The Artist's Way workshop techniques, Bryan is an adroit and inspiring practitioner of the skills needed to rebuild lives. His work as a counselor with troubled teens as well as his history as a teen father, an estranged father, and finally a reunited father allow him to know the problems of father absence inside out. Bryan's voice, from the heart and the heartland, speaks for disenfranchised fathers and families everywhere.

Reviews
From Library Journal
Bryan has put together an admirable package of anecdote and action to get the men who are among divorce's victims moving to heal themselves and their broken relationships. The director of the Father Project and affiliated family research projects at Harvard, Bryan knows the terrain. He married and divorced at a young age; his own odyssey of making things right with his son is powerful and moving. Through his work with other fathers, he has expanded the boundaries of his experience, and here he writes powerfully of men's diminished role in our society's increasingly one-parent families. While acknowledging the difficult underlying causes of family breakup, Bryan urges positive action. Toward that end, the book provides exercises and guidance in soul-searching and corrective action for fathers wanting to build bridges to their children and even the divorced spouse. With reunion and respect the goals, Bryan has provided a valuable manual, written from the trenches.
-- David M. Turkalo, Suffolk University Law School Library, Boston

From Publisher's Weekly - Publishers Weekly
This is a timely book; the terrible effects of father absence on children and fathers alike are more widely recognized and taken more seriously now than ever before. Bryan himself fathered a child at age 17, married his son's mother and then separated from them both less than two years later. Here he recounts the story of his own tortuous journey back into his son's life after an absence of 14 years. As he tells the story, he provides a modified 12-step program to help other absentee fathers; many chapters end with checklists, assignments and self-questionnaires, and there is also an appendix to help mothers of the children involved. Although some men will be put off by the recovery-movement jargon in the book (the reader is advised to take "gratitude walks," for instance), those who are prepared to make the difficult journey back into their estranged children's lives will find much practical assistance here.

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Kathy Hughes (nightengale829@hotmail.com), April 13, 1999, ★★★★★
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 This book is a godsend. My husband and I finally feel that we are not the only ones who have been hurt so extensively from a former spouse. Mr. Bryan has put down on paper the same hurts and feelings that my husband has. This book can be read over and over and you will get something new from it each time. Thank you Mr. Bryan

FROM THE BOOK

Table of Contents

	Introduction	1
1	The Haunting	13
2	The Shared Trauma of Separation	39
3	Getting Ready: The Return of Self-Respect	63
4	Making Amends to Your Child's Mother	93
5	The Reunions	123
6	First Contact with Your Child	141
7	Different Ages, Different Needs	159
8	Forging New Bonds	177
9	Embracing Your Child's Extended Family	217
	Epilogue	237
	For Mothers	241
	A Guide to Starting a Study Group	253
	Bibliography	259
	Research Sources	263
	Acknowledgments	269
	Index	275

Excerpt
Mark Bryan's Own Story:

"I am a gratefully reunited father," Bryan says. "I remember vividly the fear and confusion I felt when Betsy told me she was pregnant. We were both sixteen, juniors in high school. I wanted to do the right thing, 'be a man.' We married, Scott was born, and we tried to be the happy family we told people we were. But, living in the basement of my parents' house, working days, studying nights, our marriage soon fell apart. When Scott was eighteen months old, Betsy and Scott moved back home to Virginia. I made the 300-mile trip as often as I could, but visiting them became more and more difficult. When Betsy told me she had a new boyfriend and a new life, that I couldn't see Scott anymore, I was devastated. While we talked in the garage, John, ten years our senior, waited in the kitchen to lend her his support. I wanted to argue the injustice of her decision, but John was an intimidating presence. I was tongue-tied and intimidated. Though I don't know if she actually said it, all I could hear that day was that I did not deserve this son any longer. That Scott was better off without me in his life. Too confused to challenge Betsy morally, let alone legally, I got into the car and headed back to Ohio.

I can see now the impact that confrontation had on my life. It started for me a downward spiral that became a descent into hell. For over a decade, I drifted in and out of college, in and out of jobs, in and out of depression, alcohol and drug abuse. When I was thirty, I finally sought professional help and turned my life around, facing the fact that my most important loss was my connection with my son. I devoted myself to "becoming the man I would want my son to meet."

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	Epilogue	237
	For Mothers	241
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	Bibliography	259
	Research Sources	263
	Acknowledgments	269
	Index	275

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- Wish List
- How to Buy
- Reader's Advantage™
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Returning customers find that ordering is even simpler with our Express Checkout system. However, if you're planning to use a Gift Certificate, redeem a coupon or purchase the item as a gift, you'll need to place your order using our Standard Checkout.

Placing an Order Using Express Checkout
Express Checkout is the fast, easy, safe way to buy online. Once you've placed an order with us, your information is saved to our secure database, so you'll never have to fill out another form! And every purchase you make with Express Checkout is backed by Barnes & Noble.com's Safe Shopping Guarantee so you never have to worry.

Placing an order using Express Checkout is as easy as:

1. Click on an item you'd like to order. You'll be taken to the product page. (If ordering multiple items or gift wrapping is required, add them to your cart.)
2. Click on the Express Checkout button. You'll be taken to a secure Confirmation Page which contains your shipping, billing and payment information.
3. Click the "Place Order" button.

You're done! We will send a Confirmation Email for your records.

Note: Express Checkout uses cookies to ensure easier and faster ordering. If your browser does not support cookies, or if you have cookies turned off, you must use the Shopping Cart to place your order.

Placing an Order Using Standard Checkout
Standard Checkout conveniently displays your previous billing, shipping, payment information and gift certificate balance so that you can make changes or add new options. This is the same process for new customers and is detailed above. The following is a list of situations when you should use Standard Checkout:

- If you're purchasing with a Gift Certificate
- If you're redeeming a Coupon
- If you're purchasing a gift with a message or wrapping paper
- If your browser does not support "cookies" or you have cookies turned off

General Information

How to Turn on Express Checkout
If the Express Checkout button does not appear when you try to place an order as a Returning Customer, you'll need to follow these easy steps to turn it on:

1. Click the Account icon at the top right of your screen.
2. Click on Express Checkout Settings
3. Click to turn on Express Checkout

You're ready to start shopping with Express Checkout!

How to Change Your Express Checkout Settings
When you make a purchase on Barnes & Noble.com, we create your Express Checkout Settings automatically from the billing, shipping and payment information you provide. To change your settings, follow these easy steps:

1. Click on the Account button at the top right of any page.
2. Once in Your Account, click Express Checkout Settings to see your current settings.
3. Click Change My Settings and enter your new information.
4. Click Save My Changes.

Your account will be updated automatically so you can start shopping with your new settings right away!

How to Cancel or Change Your Express Checkout Order
To cancel or change your Express Checkout order, simply wait for your Confirmation Email. Once you have received your Confirmation Email, you can call 1-800-THE BOOK or email [http://web.archive.org/web/20001109151600/http://www.barnesandnoble.com/customers/customer2.asp?userid=INS110W718](mailto:mailto:web.archive.org/web/20001109151600/http://www.barnesandnoble.com/customers/customer2.asp?userid=INS110W718) to change or cancel your order. If you change or cancel your order by email, make sure to include your name, email address, order confirmation number and the product you want to cancel in the email.

How to Order Items with Different Available-to-Ship Times
If you buy items with different available-to-ship times -- for example a 2-to-3-day delivery title along with a title that may take 3 to 5 weeks -- you will have two options:

1. **Hold to Complete** -- Click this to hold shipment of your order until it is complete. This option helps you to minimize shipping costs by holding the shipment of your order until all items become available. Please note that 24-hour delivery titles and 2-to-3-day delivery titles ship together.
2. **Ship as Available** -- Select this to have your items shipped as they become available. When you choose this option, your items will ship as soon as each becomes available and you will pay the shipping costs for each package. We make every effort to combine shipments so you receive your order as quickly as possible while minimizing shipping charges. Please note that in some states (TN, NY, and VA), the final shipping amount may increase the tax charged for the order. All out-of-print books, Prints and Posters and gift certificates are shipped as available; if your order includes an out-of-print book and an available book, your order will automatically ship as available.

Miscellaneous General Information We ask all of our customers to supply a password when they create an account. If you ever forget your password, just call 1-800-The-Book (1-800-843-2665), tell us your name and email address, and we'll provide you with your password; or click here to have us email your password to you.

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Address http://web.archive.org/web/20001109151600/www.barnesandnoble.com/help/po_how_to_buy.asp Go Links

Google Search 139 blocked Check AutoLink Options

3. Click to turn on Express Checkout

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1. Click on the Account button at the top right of my page.
2. Once in Your Account, click Express Checkout Settings to see your current settings.
3. Click Change My Settings and enter your new information.
4. Click Save My Changes.

Your account will be updated automatically so you can start shopping with your new settings right away!

How to Cancel or Change Your Express Checkout Order
To cancel or change your Express Checkout order, simply wait for your Confirmation Email. Once you have received your Confirmation Email, you can call 1-800-THE BOOK or email [web.archive.org/web/20001109151600/http://www.barnesandnoble.com/customerservice/custommail.asp?userid=4NSL10W738](mailto:mailto:web.archive.org/web/20001109151600/http://www.barnesandnoble.com/customerservice/custommail.asp?userid=4NSL10W738) to change or cancel your order. If you change or cancel your order by email, make sure to include your name, email address, order confirmation number and the product you want to cancel in the email.

How to Order Items with Different Available-to-Ship Times
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2. **Ship as Available** -- Select this to have your items shipped as they become available. When you choose this option, your items will ship as soon as each becomes available and you will pay the shipping costs for each package. We make every effort to combine shipments so you receive your order as quickly as possible while minimizing shipping charges. Please note that in some states (TN, NY, and VA), the final shipping amount may increase the tax charged for the order. All out-of-print books, Prints and Posters and gift certificates are shipped as available; if your order includes an out-of-print book and an available book, your order will automatically ship as available.

Miscellaneous General Information We ask all of our customers to supply a password when they create an account. If you ever forget your password, just call 1-800-The-Book (1-800-843-2665), tell us your name and email address, and we'll provide you with your password; or [click here to have us email your password to you](#).

Sales tax is added to all orders delivered in TN, NJ, NY, and VA based on the appropriate rate of sales tax in each state. Federal tax is added to all orders delivered in Canada. We display this tax as GST (Goods and Services Tax).

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